






## EISENHOWER HEALTH

### How send a message to Customer Service.

1. Go to **Messages**
2. Select the green “**Send a message button**” 
3. Next you will click on “**Ask a customer service question**” 
4. Then you will be asked “**What type of Customer service Questions.**” Please select “**Billing Question**” 
5. Next you will get a form to complete.
  - a. Complete the **Subject** line and the **Message**.
  - b. **Discard** will take you back to the Message Center.
  - c. Use the **Paper Clip** to attach Supporting documents if need

**NOTE: The Send button will not turn to green to send the message unless the Subject Line and you have message has been completed. Once the Send button turns green you message is ready to be send.**

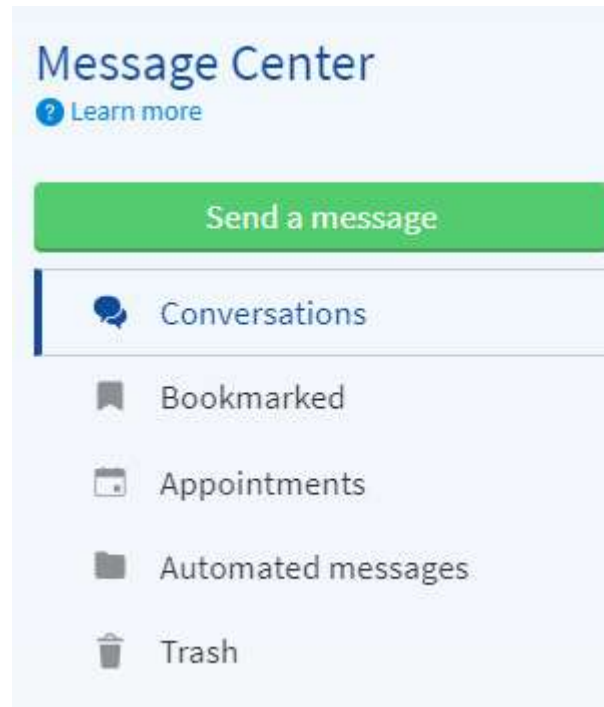
*Scroll down to see screen shots of each step*



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1. Go to **Messages**



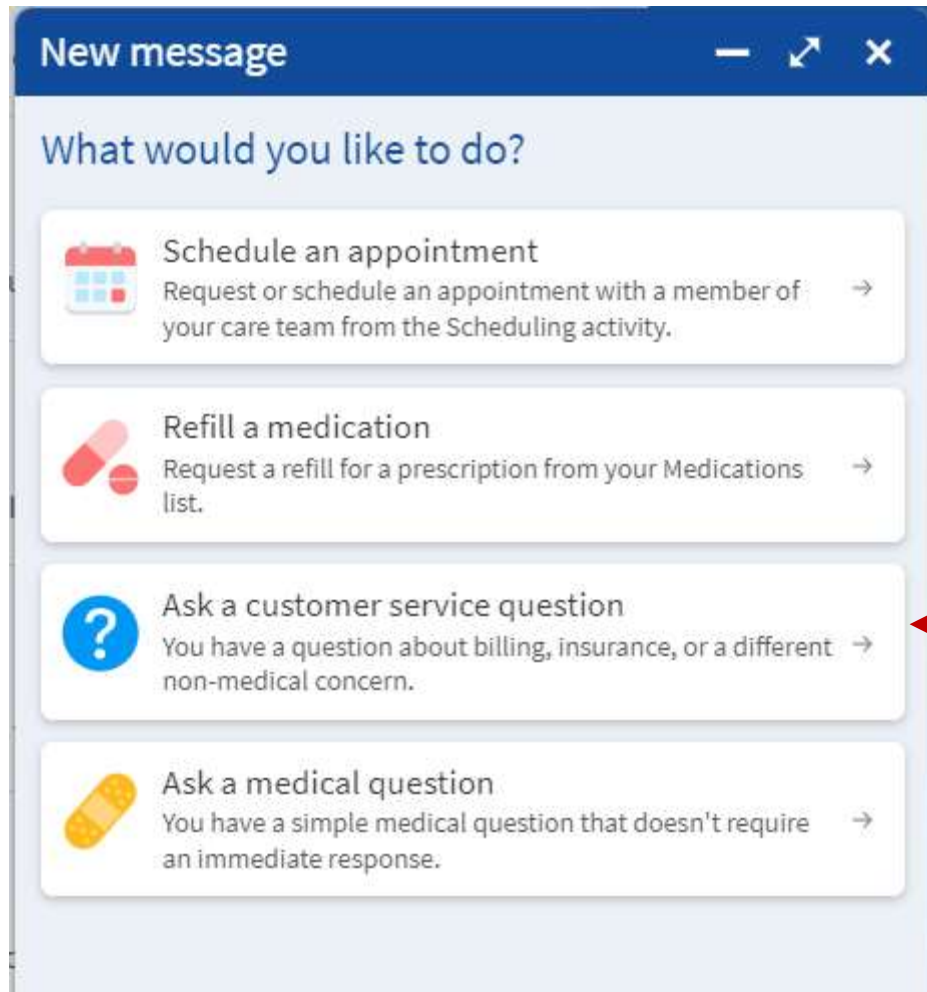
2. Select the green **“Send a message”** button.

*Scroll down to see screen shots of each step*



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Next you will click on **“Ask a customer service questions”**.,

*Scroll down to see screen shots of each step*



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## How send a message to Customer Service.

The screenshot shows a mobile application window titled "Customer service question". Below the title bar, the question "What type of customer service question?" is displayed. There are three selectable options, each in a white rounded rectangle with a right-pointing arrow: "Billing Question", "Medical Record Request", and "Other". A small red arrow points to the right-pointing arrow of the "Billing Question" option.

Then you will be asked “**What type of Customer service Questions.**” Please select “Billing Question

*Scroll down to see screen shots of each step*



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← Billing Question

Include  William Anthony Schell

Call 911 if you have an emergency. [Learn more](#)

\* Subject ◀

\* Enter your message... ◀

5b: **Discard** will take you back to the Message Center.

5c: Use the **Paper Clip** to attach Supporting documents if need

5a: Complete the **Subject** line and the **Message**.

**NOTE:** The Send button will not turn to green to send the message unless the Subject Line and you have message has been written. Once the Send button turns green you message is ready to be send.